



A Public Service Agency

LIMITED EXAMINATION AND APPOINTMENT PROGRAM (LEAP) CANDIDATE OPEN EXAMINATION

MOTOR VEHICLE FIELD REPRESENTATIVE

9MV21

LEAP PROGRAM INFORMATION

The Limited Examination and Appointment Program (LEAP), under the authority of Government Code Sections 19240-19243.4, provides participants with disabilities an opportunity to demonstrate their readiness for appointment to an identified class. Upon successful completion of the program, participants are appointed to the identified class and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following websites: www.spb.ca.gov or www.dor.ca.gov.

SALARY RANGE

Range A: \$2280 - \$2770 per month (\$13.15 - \$15.98 per hour)

Range B: \$2450 - \$2975 per month (\$14.14 - \$17.16 per hour)

Range C: \$2638 - \$3209 per month (\$15.22 - \$18.51 per hour)

Positions in these classes are filled on a Permanent Full-time and Permanent Intermittent (PI) basis. PI employees are hourly rate employees and may work less than full-time. Schedules vary based on workload demands or the needs of the hiring office.

FINAL FILING DATE

November 30, 2009 is the final file date. Mailed applications (STD. 678) must be **postmarked** no later than the final file date. Applications delivered in person must be placed in the **Examination Drop Box** by 5:00 p.m. on the **final filing date**. Applications received via interoffice mail after the final file date will not be accepted.

WHO MAY APPLY

Applicants must be: individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and** individuals with a Limited Employment Assistance Program (LEAP) certification from the State Department of Rehabilitation, **and** individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 558-5409, TTY (916) 558-5430 or online at www.dor.ca.gov.

HOW TO APPLY

Applications (STD. 678) may be downloaded from the State Personnel Board's website at www.spb.ca.gov.

Examination Applications (STD. 678) must be clearly marked "**LEAP MVFR Exam**" and may be submitted using one of the two options described below:

By mail to:

Department of Motor Vehicles
Selection Services Unit

LEAP MVFR Exam

P.O. Box 932315 - MS G208
Sacramento, CA 94232-3150

OR

In person to:

Department of Motor Vehicles
Human Resources Branch

2570 - 24th Street

1st Floor Lobby - **Examination Drop Box**
Sacramento, CA 95818

All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications received without this information will be rejected.

See reverse side for additional information.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**REASONABLE
ACCOMMODATIONS**

If you need special testing arrangements because of a disabling condition, please complete question 2 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**MOTOR VEHICLE
FIELD
REPRESENTATIVE
APPLICATION
COMPLETION**

Examination Applications (STD. 678) are available at local EDD offices, DMV Field Offices, the State Personnel Board, and can be accessed on the Internet at www.spb.ca.gov.

When completing the Examination Application (STD. 678), please consider the following:

- Applicants that are accepted into the examination will be mailed a Readiness Evaluation and a Conditions of Employment and Examination Record Control (ADM. 1480) form to complete.
 - Some positions in the MVFR class may require fluency in both English and a second language in order to facilitate communication with customers. Individuals interested in applying for bilingual positions must identify their language fluency on page 1, item number 6, of the application. Individuals considered for bilingual positions must pass a language fluency exam, which is separate from this examination and will be conducted at the hiring interview.
 - The Employment History section of the application must include "from" and "to" dates (month/day/year) and hours worked per week. State employees must use their civil service class titles. Total hours worked for intermittent and part-time employment must be identified in the "Total Worked" section. Applications received without this information will be rejected because of incomplete information.
 - **Applicants must attach a copy of their LEAP Certification Form to every Examination Application (STD. 678) submitted for LEAP examinations.**
-

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION****LEAP Certification:**

To be eligible to participate in LEAP, you must be an individual with a disability. An "Individual with a disability" is someone who either (1) has a physical or mental impairment or medical condition that limits one or more major life activities; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such an impairment or medical condition. The LEAP Certification Form must be signed by a Department of Rehabilitation Counselor. It is not necessary to become a Rehabilitation Client because the Department will only certify the presence of a disability. Contact the Rehabilitation Office nearest you to schedule an appointment for LEAP Certification.

It is the applicant's responsibility to provide medical evidence of disability. Applicants must attach a copy of their LEAP Certification Form to every application submitted for LEAP examinations. Applicants must also provide their Social Security Number on the Examination Application (STD. 678) in order to confirm eligibility for LEAP.

**MINIMUM
QUALIFICATIONS**

NOTE: All applicants must meet the education and/or experience requirements for this examination by the **final filing date**. The following patterns may be combined proportionately to meet the overall experience requirement.

Either I

In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant (General) or (Typing).

Or II

Experience: One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience or (b) one year of education of a business or commercial nature being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment.

AND

Education: Either equivalent of completion of the twelfth grade, or completion of a business school program, such as those offered through the Manpower Development and Training Act.

**ADDITIONAL
DESIRABLE
QUALIFICATION**

Ability to type 23 words per minute.

**SPECIAL PERSONAL
CHARACTERISTICS**

Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency, and effectiveness. Ability to communicate effectively in English.

**ELIGIBLE LIST
INFORMATION**

An open eligible list will be established for the DMV. Eligibility expires 24 months after it is established unless the needs of the service or conditions of the list warrant a change in this period.

**VETERAN'S
PREFERENCE AND
CAREER CREDITS**

Veteran's preference and career credits will not be granted in this examination.

**POSITION
DESCRIPTION**

Under direction, provides service to the public in the issuance of driver licenses, vehicle registrations, and occupational licenses; interprets the provisions of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles (DMV) pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issues driver licenses and vehicle and vessel registrations using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working extended hours and Saturdays.

**EXAMINATION
INFORMATION**

INTERVIEWS WILL NOT BE HELD. The entire examination will consist of a Readiness Evaluation only weighted 100.00%. To obtain a position on the eligible list, applicants must achieve a minimum rating of 70%.

Candidates who do not complete and return the Readiness Evaluation on the date and time stated on the Readiness Evaluation will be disqualified from the exam.

**EXAMINATION
SCOPE****READINESS EVALUATION – WEIGHTED 100.00%****KNOWLEDGE OF:**

1. Modern office methods, equipment, and procedures.

ABILITY TO:

1. Perform clerical and technical work, including typing a minimum of 23 words per minute.
 2. Operate various types of office equipment.
 3. Apply and explain provisions of governmental rules, regulations, California Vehicle Code, and department procedures and policies.
 4. Follow oral and written directions.
 5. Evaluate situations accurately and take effective action by using available resources.
 6. Perform cashiering work of average difficulty involved in receiving, disbursing, and receipting for money and accountable items.
 7. Perform math skills (including addition, subtraction, multiplication, division, fractions, decimals, percentages, and/or averages).
 8. Read and write English and communicate effectively at a level required for successful job performance.
 9. Meet and deal tactfully with external and internal customers.
 10. Be flexible, dependable, and punctual to ensure operational needs are met.
 11. Present a professional public service image of courtesy, friendliness, efficiency, and effectiveness.
-

**INQUIRIES ABOUT
THIS EXAMINATION**

The DMV encourages all potential applicants to read this entire bulletin. Please refer to the information on the reverse of this page for additional examination information. All inquiries about this examination should be directed to (916) 657-7553. In addition, examination information can also be obtained on the Internet at www.dmv.ca.gov.

GENERAL INFORMATION

THE DEPARTMENT OF MOTOR VEHICLES (DMV) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances, under which this examination was planned, change. Such revisions will be in accord with civil service laws and rules.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the DMV, Selection Services Unit, (916) 657-7553, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

PERSONS WITH DISABILITIES: If you have a disability and wish to participate in one of our testing services, programs, or activities, and require a specific accommodation, please check the appropriate response on page 1 of the "Examination Application." You will be contacted to make specific arrangements. If necessary, candidates may use the California Relay Service access numbers (from TTY: **1-800-735-2929** or from voice telephone: 1-800-735-2922).

IF YOU MEET THE REQUIREMENTS stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history. Fingerprinting may be required.

CRIMINAL RECORD CLEARANCE INFORMATION: Some positions, within divisions of the Department of Motor Vehicles are subject to fingerprinting and criminal records check requirements. The Department of Justice and the Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

HIGH SCHOOL EQUIVALENCE: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device
California Relay Telephone Service for the deaf or hearing impaired
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.

LEAP CANDIDATE/MOTOR VEHICLE FIELD REPRESENTATIVE

BULLETIN RELEASE DATE: September 30, 2009

CZ90-1897

TS/SB

FINAL FILE DATE:

November 3, 2009